

## **Job Title**

Branch Manager.

## **Reporting Line**

Head, Retail Banking

## **Roles & Responsibilities**

### **1. Business Growth**

- Entrench growth by market dominance and market share multiplication
- Ensure that the overall budget of the Business Office is met and surpassed
- Keep up to date with business environment information with the objective of identifying business opportunities and maximizing them
- Network with all potential clients in all relevant categories of own locality

### **2. Profitability Management**

- Overall owner of the P&L of the branch and hence managing resources optimally, both human and material to achieving sustainable profitability
- Driving through the business segments within the branch to ensure maximization of coverage in own locality
- Develop and manage strategies to increase the share of wallet of all types of customers within own locality

### **3. Branch Operations & Leadership**

- Own responsibility for the Business Office – Market Facing & Customer Service functions
- Ensure effective Customer Service Delivery and Experience across all touchpoints in the branch
- Responsible for brand and ambience management within the branch
- Ensure that the Bank's/ Regulatory Authorities' policies and guidelines are complied with at all times
- Direct and coach the branch team while instituting and driving a learning culture within the branch

## **KPIs:**

- Achieve the approved PBT for the branch

## **Job Requirements**

- First degree in any field from a recognized university.
- Preferably have a second degree or relevant professional certification (as an added advantage).
- Excellent banking knowledge with Five (5) years of primary banking experience in sales or operations and at least 2 years secondary banking experience in retail/commercial banking or branch operations. with a leading industry player.
- Proficiency in Microsoft Office Suite.

## **Key Competency Requirements**

<b>Knowledge</b>	<b>Skills/Competencies</b>
<ul style="list-style-type: none"><li>▪ Must exhibit drive energy, aggression and passion for business development and acquisition</li><li>▪ Must be technology savvy</li></ul>	<ul style="list-style-type: none"><li>▪ Ability to evaluate needs of customers and determine what products or service would best serve those needs.</li><li>▪ Selling and marketing skills.</li><li>▪ Must be self-solution driven, proactive and have acceptable knowledge of the business environment.</li><li>▪ Dynamic, analytical and a self-driven individual with the ability to work under pressure, maintaining a professional and helpful attitude at all times.</li><li>▪ Strong networking skills, for both internal and external networks.</li><li>▪ Relationship Management skills with excellent communication and interpersonal skills.</li></ul>